

Northwestern Counseling & Support Services

December 6, 2010



Northwestern Counseling & Support Services (NCSS)

- 1958 - Designated Mental Health Agency for Franklin and Grand Isle Counties
- 1999 - Franklin County Parent Child Center designation given to NCSS.
- 2009 - Champlain Islands Parent Child Center designation given to NCSS

Northwestern Counseling & Support Services

- NCSS consists of 4 primary divisions:
 - Child, Youth, & Family Division
 - Adult Behavioral Health Division
 - Development Services Division
 - Administrative Division.

NCSS Statistics

- Agency Employees : 439
- Children Youth & Family Division employees: 198
- Parent Child Center Employees: 28
- NCSS has over 100 programs
- Children's Division served over 1200 people in 2009
- Our agency administers over 140 grants and contracts

Additional Services of the Children's Division

- Centralized Intake Team
- Community Child Care Support
- Learning Together Program
- Community Skills Program
- Adolescent Services
- Intensive Family Based Services
- School-Based Programming
- Soar Learning Center
- Respite

Northwestern Counseling & Support Services

Children's Integrated Services Programs:

- Early Intervention
- Nursing and Family Support (Formerly Healthy Babies, Kids, and Families)
- Early Childhood and Family Mental Health
- CIS Intake Coordinator
- CIS Child Care Coordinator

Children's Integrated Services outside of NCSS:

- Franklin County Home Health- Nursing for Franklin County residents.
- Visiting Nurse Association- Nursing for Grand Isle residents.

Service Delivery

- Intake and Referral Team
- Primary Service Coordinator Assignment
- Maternal Child Health Coordinator Role
- CIS Consultation Team
- Steering Committee
- EMR

CIS Intake Coordinator:

- Shift from direct service to administrative role
- Examination of our agency's intake process
- Larger data collection for region to address performance measures for pilot
- Reorganization and development of weekly Intake & Referral Meeting and monthly Consultation Meeting

Finance

- Subcontract and MOU
- CIS Code
- Administrative Costs
- Electronic Medical Record (EMR)

Benefits of Pilot

- Technical advisor through Child Development Division
- Assessment of system gaps/strengths internally and with community partners
- Use of multidisciplinary team and change in membership at steering level and consultation team
- Perceived efficiencies in time with families and being goal-oriented

Challenges of Pilot:

- Administrative costs due to being extremely time consuming
- Building system within EMR and capturing information needed for target/outcome expectations
- Not truly integrated within billing system for staff; tracking detail for DMH

Challenges of Pilot: cont.

- Communication with pediatricians about process and intake
- Assumption that EI, ECFMH, FS, and Nursing staff have similar skill set and interchangeable roles
- Distinguishing with nursing providers whether a service is in the rate or outside, or if a transfer to another service is clinically appropriate

Data Collection:

- Referrals
 - spreadsheet outside of EMR by intake coordinator
 - Entering all referrals into EMR
- Clients Served
 - Obtaining records of admissions
 - Objective stories from families through feedback, phone calls, and surveys
 - Capturing information on child care providers and other similar clients

Data Collection:

- Outcome Measures
 - Spreadsheet outside of EMR that gathers information at regular intervals and at discharge
- Early Intervention data
 - Combining with required Federal data.

The End

- Any questions?